

PASSPORT To Health

Provider Newsletter

July—September 2003

Keeping Providers Informed

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Keeping Providers Informed
1-800-480-6823

PASSPORT Program Calendar

The PASSPORT Program has several important dates by which different enrollment changes are made on a monthly basis for both PASSPORT clients and providers. The type of change and date it is effective is as follows:

Client Initiated Changes

- **Client Changes PASSPORT Provider**—Clients can call the Medicaid Help Line to change their provider any time. However, the change must be in by Cutoff Day* to be effective for the following month.
- **Auto Assignment**—Clients who have been in our system a minimum of thirty days who have not chosen a provider will be assigned a provider on the 11th of each month. Clients have until Cutoff Day* to change the provider assignment to be effective the following month.

Provider Initiated Changes

- **Office Changes**—Phone number, address, or contract changes can be processed at any time, but 24 hour phone number changes will need to be in by Cutoff Day* to be effective for the following month.
- **New PASSPORT Provider to Program**—Contracts need to be in the PASSPORT office by the 12th of the

month to ensure enrollment in the PASSPORT Program for the following month.

- **Provider Pending List**—PASSPORT providers who are limited to current patients only will receive a list of clients who have requested them on the 13th of every month. The providers have until Cutoff Day* to return the list to the PASSPORT office to make them effective the following month.
- **Provider Leaving PASSPORT**—Providers need to contact the PASSPORT Program 30 days in advance of their disenrollment from the program in order to ensure that clients will not have the provider's name printing on the Medicaid card after the provider has left the PASSPORT Program.
- **Disenrolling Clients**—Once the PASSPORT provider has notified the PASSPORT Program that they have disenrolled a client, it takes approximately 30 days for the PASSPORT Program to process a client disenrollment by a provider.
- **Enrollee lists**—Each PASSPORT provider receives an enrollee list of their PASSPORT clients for the next month. This is mailed out by the end of each month.

Monthly PASSPORT Calendar

- 11th—Auto Assignment
- 12th—New provider contracts due
- 13th—Provider Pending List sent
- Cutoff Day—Six business day prior to the last day of month*
- 30th/31st—Enrollee lists sent to providers for next month

* Cutoff Day is six business days prior to the end of the month. Changes need to be made to the database by Cutoff Day in order for the change to be effective for the following month.

*Notification
must be sent in
writing to the
PASSPORT To
Health
Program.*

Disenrolling a PASSPORT Client

There are certain situations when it is appropriate to request a Medicaid PASSPORT client be removed or disenrolled from your Medicaid PASSPORT caseload. Page 52 of the PASSPORT To Health Provider Guide outlines the acceptable situations:

- The provider-patient relationship is mutually unacceptable.
- The client fails to follow prescribed medical treatment.
- The client is abusive.
- The client could be better treated by a different type of provider, and a referral process is not feasible.

There are also situations in which you cannot disenroll a client from your caseload. These reasons are:

- Discriminatorily (for any protected class).
- Health status has worsened and you are trying to avoid costs associated with that.
- Disruptive, uncooperative behavior when the

behavior is due to his/her special needs (unless the behavior seriously impairs the ability of the PCP to treat the client or other clients; then disenrollment must be approved by DPHHS).

The PCP must request removal of a client by notifying the PASSPORT Program *and the client* in writing. The PASSPORT Program will assist the client in selecting a new PCP. The PASSPORT provider must continue to provide patient management services during the disenrollment process, which takes approximately 30 days. Only in extreme circumstances will an exception be made to this rule. The PASSPORT Program will not allow the client to re-enroll with a PCP who has dismissed them. You can send your written notification of client disenrollment to :

MAXIMUS
PO Box 254
Helena, MT 59624-0254
Fax - 406-442-2328

PASSPORT Updates

• Montana Medicaid Hard Card

Montana Medicaid is in the process of implementing a new Medicaid plastic 'hard card' to replace the current paper card sent monthly to Medicaid clients. The hard card will be a permanent card that clients will keep for the duration of their Medicaid benefits. Providers will be receiving details of the upcoming changes.

• New PASSPORT Provider Guide

The PASSPORT program is in the process of updating the PASSPORT To Health provider guide and expects to have it completed and mailed out to all PASSPORT providers by the end of this summer. Please watch for it in an upcoming mailing!

• Wallet Cards

A new tool was recently developed for Montana Medicaid providers to distribute to clients who may need some extra education about how the PASSPORT Program works. We will be sending them out soon and encourage providers to hand these cards out to clients who need reminders regarding the rules of the Medicaid PASSPORT Program.

• New PASSPORT Provider Contracts

New PASSPORT provider contracts will soon be sent to providers implementing the new Balanced Budget Act Managed Care rule. The Department does not view the changes as significant.



We would like to take this opportunity to thank all of you for providing services to Montana's Medicaid population. Thank you for following the rules and guidelines set by the Managed Care Program. While we know it is sometimes difficult to manage the health care of this diverse population, you are making a difference.

Great Job!



Emergency Room Changes

Montana Medicaid does not reimburse for NON-EMERGENCY care in the emergency room. PASSPORT provider authorization is not required for emergency medical services. Effective August 1, 2003 outpatient hospital services will be reimbursed using Ambulatory Payment Classification Groups (APC). For more information regarding outpatient hospital reimbursement procedures please see the Claim Jumper, Out Patient Hospital provider manual and the provider bulletins online at mtmedicaid.org.

Emergency medical services are reimbursed without PASSPORT provider authorization. Emergency medical services are defined as:

- A medical screening examination to determine if an emergency medical condition exists. If a person comes to a hospital seeking emergency medical services, this screening examination is performed to determine if an emergency medical condition exists.
- If an emergency medical condition DOES exist, emergency medical services are those services required to treat and stabilize the emergency medical condition.

Fit In Fitness

In today's world of remote controls and elevators, physical activity is something that people set aside time for at the gym instead of incorporating it into everyday activities. Listed below are ten ways clients can add exercise to their lifestyle without spending too much time or money:

1. Put on some comfortable shoes. Feet were made for walking. With comfortable shoes on yours, you'll be ready to fit more walking into your life: at least 30 minutes a day, at least 10 minutes at a time.

2. Put on a pedometer. These tiny step-counters are rapidly becoming today's most important piece of fitness equipment. While there is no "magic" number of steps, 10,000 per day is a great goal.



3. Put on some music. Hate to exercise? How about dancing? Your favorite tunes - softly on headphones or loudly in the living room - can help anyone pick up the pace and enjoy moving more.

4. Use your legs - instead of the telephone. Need to talk with a co-worker down the hall or a neighbor across the street? Hang up the phone and take a short walk to have your talk. Remember, every step counts!

5. Use your legs - instead of the elevator. Need to go upstairs or downstairs? Forget the crowded

elevator or the slow escalator! The stairs are an easy (and free!) way to build beautiful, strong leg muscles.

6. Use your legs - instead of the car. For short errands, walking can be as fast (or even faster) than driving, waiting and parking. Plan to park in one place - and walk to several different stores.

7. Fidget more. The experts say it's true - fidgeting burns calories. Forget about sitting still at your desk - wiggle, squirm, standup, sit down, move around as much as you can.

8. Lift more. One easy way to pump up arm muscles is to keep a set of weights (5 to 10 pounds) at your desk, near the TV or under the couch. Lift while you talk, watch or read.

9. Stretch more. A few good stretches can help relax your body and your mind. You can stretch while working at a computer, watching TV or even driving a car. Just reach out and stretch.

10. Play more. Bounce a ball, fly a kite, swing on a swing, chase a child—there is no end to the fun when you play at getting fit. Need some playful ideas? Just ask your favorite kid!!

Encourage your clients to incorporate any of these physical activities into their lifestyle, and they will be on the right path to a long productive life!

Encourage your clients to maintain a healthy lifestyle that includes physical activity.

Provider Enrollee List

Every month we send the PASSPORT providers a list of all Medicaid PASSPORT clients enrolled with them. This list is known as the Provider Enrollee List. We make every effort to ensure that the PASSPORT provider receives their enrollee list by the 1st of each month. If you do not receive your list, please contact the PASSPORT Provider Help Line at **1-800-480-6823** so that we can mail or fax you your list.

For each person on the list, there are two rows of information. Row one contains the Client's name, Medicaid number, Birthdate, Address, Phone number, and if they have Basic or Full Medicaid. Row two indicates if the client is a New Enrollee, if they have Current Medicaid, and if they are due for a Well Child Visit.

Here is a sample enrollee list:

PROVIDER ENROLLEE LIST						
DR PASSPORT				JUNE 2003		
Client Name	Medicaid#	Birthdate	Address	City, ST zip	Phone	Basic
	New Enrollee	Current Medicaid	Well Child Visit			
Sally Doe	000-00-0000	02/23/70	3400 PASSPORT RD	Helena, MT 59601	406-000-0000	Y
		???				
John Doe	000-00-0001	09/11/96	3404 PASSPORT RD	Helena, MT 59601	406-441-1545	N
	New Client		Yes		6 yrs	

We offer the following suggestions for utilization of the list:

- ◆ If a well child date prints on the list you may want to notify the parents or guardian of the child by sending them a postcard or calling them to remind them to schedule a Well Child Check Up.
- ◆ Look on your enrollee list and if someone is printing on your list this month, but did not print on your list last month, they will have "NEW CLIENT" printing underneath their name. You may want to take this opportunity to introduce the client to your clinic, your policies, and your staff.
- ◆ The list also indicates if a client is on Basic Medicaid. If a "Y" prints under the Basic column on the list, then the client is on Basic Medicaid and is not covered for vision, eye glasses, audiology, hearing exams and aides, personal care services, and durable medical equipment. If a "N" prints under the Basic column that means the client has Full Medicaid and is covered for the above mentioned items.
- ◆ If question marks (???) appear underneath the Current Medicaid column, this means that at the time the list was created, the case worker doesn't know if the person will be eligible for Medicaid. If the person does become eligible later in the month, your name will print on their Medicaid card, and you will receive case management fees for them.
- ◆ If giving a denial of PASSPORT approval because you've never seen the client, please communicate that the client is yours (you receive case management fees from Montana Medicaid) but you choose not to give a referral.

If you have any questions about the enrollee list, please call the PASSPORT Provider Help Line at 1-800-480-6823.

Services by MAXIMUS are provided under the direction of the **Montana Department of Public Health and Human Services**

*Make sure to
review your
PASSPORT
Provider
enrollee list
every month.*